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ABSTRACT

In late 1990 the University of Detroit consolidated with Mercy College of Detroit to form a new university. The current grant was awarded to fund network membership costs for the DALNET Detroit area library consortium, OPAC (online public access catalog), circulation, and serials implementation at the university's new nontraditional adult student library (the Outer Drive Campus Library) and the Learning Resources Center Library. This report includes DALNET and other library activities from October 1991 by quarters until September 1993. Library circulation did not increase as expected, possibly because of collection shifts and construction, but there is evidence that the trend is beginning to reverse, with 1993 circulation above that of 1992. Patron use is increasing, and interlibrary loan requests have increased dramatically with the online catalogs. Indicators point to a high degree of success in program implementation. (SLD)

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ED 368 365

FINAL PERFORMANCE REPORT

for

College Library Technology and Cooperation Grants Program
Networking Grant
Higher Education Act, Title II-D

University of Detroit Mercy Libraries
PO Box 19900
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Grant # R197A10015
Project period 10/01/91 - 09/30/93

Amount of award: $135,543
Institution match: $ 44,729

Amount expended to date:
$135,543 grant funds
$ 44,729 institution

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PART II. NARRATIVE REPORT

Background

In October of 1988, the University of Detroit was awarded a $125,529 grant to fund partial DALNET membership costs and equipment for the first phase of OPAC and circulation at the University's Main Library.

In October of 1989, a second grant of $64,109 was awarded, partially funding DALNET membership costs, the expansion of OPAC, the addition of issue-specific serial information and distributed printing at the Main Library.

In late 1990 the University of Detroit consolidated with Mercy College of Detroit to form a new University of Detroit Mercy. The current grant of $135,543 was awarded in October 1991 to fund network membership costs, OPAC, circulation and serials implementation at the University's new non-traditional, adult student Mercy Campus Library (now named the Outer Drive Campus Library) and Learning Resource Center Library (LRC).

DALNET is a consortium of Detroit area libraries jointly automating using NOTIS software. The joint database of 4 million records enriches the quality of resource materials for students, faculty and independent researchers who will have instant access to the library resources available at all University of Detroit Mercy campuses as well as the collections of other member institutions. Presently, members include two other universities, a business college, three community colleges, the state's largest public library and several special libraries.

The project report includes both DALNET activities funded by the Title II-D grant and those supported by the University of Detroit Mercy from other funds.

First Quarter, October - December 1991

Prior to the grant period, serial records for the Outer Drive Campus Library were keyed into the DALNET database from paper records by the Outer Drive Campus Library technical services librarian. The copylinking project to add monographic records to the database was begun in July 1991. Staff members were able to copylink 31,000 volumes by September 1991, leaving 49,000 more to be copylinked during the school year. All new additions to the Outer Drive Campus Library and the Learning Resource Center have been cataloged into the DALNET database since September 1991.

Five electrical circuits were added to the Outer Drive Campus Library in summer 1991, and conduits were placed for cables in anticipation of the OPAC. Additional physical renovations to

prepare the Outer Drive Campus Library for OPAC equipment were made in summer 1991. These included the relocation of the circulation and reference desks, installation of a new security system, and moving all of the Library's collections to accomodate the changes in locations.

The first samples of use of reference, circulation, and interloan services were made in January, March, June, October, and November 1991 to be compared to later samples to help determine the level of user satisfaction with automation at the Outer Drive Campus Library and the Learning Resource Center.

The original Project Director resigned from the University of Detroit Mercy in August 1991. Anne Sargent (formerly on the DALNET Team as the Head of Cataloging for the University) was approved as the new Project Director in September 1991. In this capacity, she attended the 1991 NOTIS Users Group Meeting in October 1991. Discussing the latest NOTIS product enhancements, finding solutions to common problems with various modules, and becoming acquainted with peers at other institutions were all valuable.

Contractural services were paid for in October 1991 with a combination of grant and University funds as provided in the Grant budget.

At the close of the first quarter, plans for exact equipment configurations were being finalized.

Second Quarter, January - March 1992

On January 3, 1992, the online catalog (OPAC) was up and running in the Outer Drive Campus Library. This was accomplished ahead of schedule by using University equipment purchased for circulation. This equipment was moved to circulation functions at the Outer Drive Campus Library once the grant equipment arrived.

Orders for all grant OPAC equipment were placed in February and March. With the permission of the Library Technology Program Officer, a new model Panasonic printer was substituted for the older model that was no longer manufactured. The new model cost just $168 each (versus the old model price of $243). The University also received permission to substitute Harris WS472c terminals for the IBM 3472 terminals specified in the grant request; the IBM terminals force a two step procedure for printing, an unecessary inconvenience for patrons using the online catalog. This substitution also realized a cost savings ($297 per terminal). OPAC workstations came in under budget as well. Codex 3600 modems had increased in price, but the Libraries ordered only two of them instead of the three specified in the grant because a decision to relocate a branch library liberated a modem already owned by the University.

Within minutes of OPAC installation at the Outer Drive Campus Library, the catalog was in use by students. During the months of February and March, 29,390 searches were conducted from the Outer Drive Campus Library terminals.

As the copylinking project to load the Outer Drive Campus Library bibliographic data into the DALNET database continued, staff and students were kept apprised of the progress.

Third Quarter, April - June 1992

Equipment began arriving at the Outer Drive Campus Library and the LRC. Workstations were assembled. Installing OPAC at the Learning Resource Center was delayed as the IBM controller that is key to the operation did not arrive as scheduled.

The copylinking project intensified. Each member of the Libraries' staffs contributed a minimum of one week's work to the project over the summer. Two temporary part-time positions were funded by the University to help speed up the project.

The retrospective conversion project to load the LRC collections into both DALNET and OCLC moved further along when the University received authorization for the project from OCLC. The Media Librarian who was be responsible for this project received some preliminary OCLC and MARC record training.

Library staff members continued to learn more about both the current version of NOTIS and upcoming improvements expected in future releases of the software by attending the Michigan NOTIS Users' Group Meeting and a DALNET sponsored demonstration of the new NOTIS release. The Project Director also attended NOTIS Special Interest Group meetings on OPAC, Cataloging and Authorities, and Serials at the American Library Association annual conference in San Francisco.

Cabling for the circulation equipment at the Outer Drive Campus Library was completed by University Computer Center staff.

Work began on the circulation tables necessary to bring up circulation at the Outer Drive Campus Library. This was complicated by the simultaneous conversion of all circulation tables to a new format as dictated by the new release of NOTIS software to be installed in early July.

Fourth Quarter, July - September 1992

The copylinking project continued through this quarter. By the end of September, the Outer Drive Campus Library collections were over 90% copylinked. Plans for handling the reference collection and remaining problems from the circulating collection were put into action.

Circulation tables were completed in July, then circulation equipment was installed in August. Installation was followed immediately by circulation training for the Outer Drive Campus Library staff conducted by McNichols Campus Library circulation staff. New patron tapes that include Outer Drive Campus students were created by the University Computer Center and loaded into the DALNET database. The Outer Drive Campus Library began circulating online in the DALNET system on September 8, 1992 as scheduled. During the first month of operation, 1,194 items were charged out to patrons using the system.

Installation of the LRC OPAC equipment was finally completed in September 1992 when the controller arrived and cabling was completed by University Computer Center staff. The Media Librarian immediately began using the system for collection development purposes.

Fifth Quarter, October - December 1992

The Project Director attended the NOTIS User Group Meeting in October 1992.

Contractural services were paid for in October 1992 with a combination of grant and University funds as stipulated in the Grant budget.

The copylinking project continued through this quarter. Progress on this front slowed as fewer staff hours were available due to longer library hours and more library patrons with the fall term.

Circulation statistics for the Outer Drive Library indicated steady use of the collections and system throughout the term. In October 1,273 items were charged out to patrons, in November 1,236 items were charged out to patrons, and in December 637 items were charged out to patrons.

In order to more accurately measure the use of reference, circulation, and interloan services in 1992, the Libraries decided to use full year statistics now kept for the annual report instead of the samples originally planned to measure the level of user satisfaction with and use of automation at the Outer Drive Campus Library and the Learning Resource Center.

Sixth Quarter, January - March 1993

With only three more quarters to go, work on the Learning Resource Center retrospective conversion project intensified. This project was delayed in part because LRC staff had devoted time to the copylinking project at the Outer Drive Library. There were just over 14,000 LRC titles to convert; this process is complicated by contractural agreements that require concurrent updating in the OCLC and DALNET databases, but it is now running smoothly.

Serials conversion was begun at the Outer Drive Library in January. Training for this labor-intensive project was provided by the McNichols Campus Library, and Outer Drive Library personnel are now carrying out the project. This project will enable patrons to find exact serials holdings in the OPAC for Outer Drive titles as serials check-in is implemented.

Barcode wands for LRC circulation were ordered. This equipment was purchased beyond the University's contribution towards the project.

LRC OPAC statistics became available in January 1993. The numbers revealed that an average of 1,378 searches per month were conducted at LRC terminals during this quarter.

Seventh Quarter, April - June 1993

Work on the LRC retrospective conversion project continued to intensify as the circulation target date for that site approached. Two temporary positions were funded by the University beyond the specified grant match to further the project.

The University decided to purchase MDAS software in cooperation with other DALNET libraries to enhance the system for patrons. This software enables the loading of Wilson indexes online, providing access to this data using the same search software as the OPAC. Installation and training for MDAS at the McNichols Campus, Outer Drive Campus, and Learning Resource Center libraries took place in April and May.

The Project Director also attended NOTIS Special Interest Group meetings at the American Library Association annual conference in New Orleans.

Eighth Quarter, July - September 1993

A new release of NOTIS software was uneventfully installed by the DALNET Systems' Office. New OPAC features are appreciated by the Reference librarians and patrons. The University participated in the evaluation and testing of another NOTIS product purchased through DALNET, QuikReports. Reports from this product should provide statistics to use in evaluating services and collections.

Circulation tables were prepared for the LRC installation, and hardware for circulation was installed at LRC. Training in circulation for LRC personnel was provided by McNichols Campus Library staff in August 1993.

LRC began circulating materials online in September 1993 as scheduled.

The first phase of the retrospective conversion project for LRC materials was completed during this quarter. Over 11,000 titles

were converted. Procedures for handling the remaining 3,000 problems were put into place.

Serials conversion was completed at the Outer Drive Library. Exact serials holdings information is now available online, including which issues are being bound.

Specific Questions Answered:

1. Comparison of actual accomplishments to goals established for the project.

The ultimate goal for the University of Detroit Mercy was to provide improved library collections and services to our own University community while making our strong collections available to other college and research library users in the metropolitan area.

We evaluated progress toward this goal in several ways:

1) Comparing the number of items circulated after loading holdings of the Outer Drive Library and LRC to the joint database and after implementation of OPAC with statistics gathered for similar time periods before automation.

In the period January 1992 through June 1992, after the initial public terminals were made available at the University of Detroit Mercy Outer Drive Library, overall circulation decreased over the same period the previous year (from 9,635 in 1991 to 6,772 in 1992). This continued a pattern of decreasing circulation that we had hoped would be reversed. Possibile explanations for this decrease include the realignment of programs between campuses of the University of Detroit Mercy, the copylinking of the Outer Drive Library collections was continuing during this period (so patrons may have been unaware that titles were available at Outer Drive and actually checked out the needed titles from the McNichols Campus Library or other area libraries), and the shifting of the entire collection may have discouraged users attempting to find materials. The figures from 1993 for the same January to June period show an increase from the 1992 number to 8,535. Although this still doesn't meet the pre-OPAC circulation figures, it does indicate a positive movement. Preliminary comparisons of circulation figures from July to September of 1992 and 1993 (1,194 in 1992 to 1,452 in 1993) indicate that this movement is continuing; so far, circulation in 1993 is up 18% over circulation in 1992.

Circulation of audiovisual materials at the LRC increased as expected. Circulation in 1992/93 increased to 1,963 in 1992/93 from 1,645 in 1991/92. This can be attributed, in part, to the increasing number of LRC titles available in the OPAC as the retrospective conversion project continued throughout this year.

2) Comparing the number of patrons using the facilities under each system.

The patron count (taken once per hour) in Reference at the Outer Drive Library has been steadily rising since the installation of OPAC. The number of patrons counted in Reference during 1991/92 (before OPAC) was 14,811 compared to 16,846 in 1992/93 over the same time period (October to June). This was an increase of 24%.

Patron room use decreased in the Learning Resource Center during the grant period due to environmental problems that endured for many months; there were floods then noise and dust as the leaks were repaired.

3) Comparing the number of patrons using the OPAC with card catalog use.

A sample of patron use of the card catalog was taken hourly during January 7-12, 1991 at the Outer Drive Library. During the week, an estimated 29 persons used the card catalog. During the same week in Janaury 1992, an estimated 250 persons used the new OPAC. In 1993, one week in January generated 8,481 searches. Although we do not know the number of searches each person conducted in the card catalog, we are sure that this number of searches was generated by substantially more patrons.

A similar sample of patron use of the LRC card catalog was also taken during the week of January 7-12, 1991. The number of patrons using the card catalog during the sample week was approximately 23. During a similar week in January 1993, the number of searches conducted in the OPAC was approximately 307.

System generated statistics of Outer Drive Library OPAC use began being produced in February 1992. The Library averaged 12,985 searches per month during the regular school year and 6,152 searches during the summer. The highest month for OPAC use during the initial six months was March 1992 with 16,627 searches initiated from the Outer Drive Library building.

Statistics of Learning Resource Center OPAC use began being produced in January 1993. LRC averaged 1,451 searches per month during the regular school year and 909 searches per month during the summer. The highest month for OPAC use during the initial six months was April 1993 with 1,671 searches initiated from the LRC.

These numbers do not reflect dial-in use from faculty, students, and other users accessing the system from locations other than these two buildings.

4) Comparing library use and interlibrary loan by patrons from other institutions before and after holdings were loaded to the joint database (covered later in this report).

2. Comparison between proposed expenditures and actual expenditures by budget categories.

Proposed expenditures were $41,748 for equipment and $93,795 for contractual services, a total of $135,543. Actual equipment costs were 35,119.17. The $6,628.83 savings realized through competitive purchasing were applied towards increased contractural services costs in the second year of the grant with the permission of the Library Technology Program Officer. Central site costs for DALNET contractual services were billed at $117,327 for 1992/93, an increase of $19,493 over the budgeted $97,834. The University absorbed the remaining $12,364.17 of the increase.

Two modems, two controllers, 12 terminals, 2 PS2 microcomputers, 14 printers, 12 workstations, and a chair were purchased with grant funds. With the permission of the Library Technology Program Officer, a new model Panasonic printer was substituted for the older model that was no longer manufactured. The new model cost just $168 each (versus the old model price of $243). The University also received permission to substitute Harris WS472c terminals for the IBM 3472 terminals specified in the grant request; the IBM terminals force a two step procedure for printing, an unecessary inconvenience for patrons using the online catalog. This substitution also realized a cost savings ($297 per terminal). OPAC workstations came in under budget as well. Codex 3600 modems had increased in price, but the Libraries ordered only two of them instead of the three specified in the grant because a decision to relocate a branch library liberated a modem already owned by the University.

The University of Detroit Mercy purchased additional equipment (5 Harris terminals, 4 laser scanners, and 5 Panasonic printers) for the circulation portion of the project out of it's own budget, although this was not declared as a part of the University's match.

Note also that the University of Detroit Mercy continued to improve the automation products availabe with the purchase of MDAS (Multiple Database Access System) software to allow the loading of Wilson and ERIC databases for UDM patron use at the OPAC terminals. The University also purchased QuikReports, a NOTIS package of reports for better database and collection management. These purchases were beyond the University's match.

See attached appendix for a copy of the original DALNET contract.

3. Impact of the project on populations served.

One of our primary goals was to provide improved library collections and services to our own University community. The University community includes 7,500 students, 623 full and part time faculty, and 620 administrators and staff. Several measures are being used to gauge our success.

1) Reference desk activity. The patron count (taken once per hour) in Reference at the Outer Drive Library has been steadily rising since the installation of OPAC. The number of patrons counted in Reference during 1991/92 (before OPAC) was 14,811 compared to 16,846 in 1992/93 over the same time period (October to June). This was an increase of 24%. The number of questions asked by these patrons increased by 100%, from 4,685 questions in 1991/92 to 9,391 questions in 1992/93. Many of these questions (16%) were about LUIS, the new OPAC. Patron room use decreased in the Learning Resource Center during the grant period due to environmental problems that endured for many months; there were floods then noise and dust as the leaks were repaired.

2) Circulation activity. The number of materials circulated to patrons at both the Outer Drive Library and LRC increased over the grant period, reversing a trend towards lower circulation in previous years. Circulation at the Outer Drive Library increased 12% from 13,819 in 1991/92 to 15,475 in 1992/93. Circulation at the LRC increased 19% from 1,645 in 1991/92 to 1,963 in 1992/93. In the grant application, it was projected that circulation would increase by 15%; both locations came close to the projection.

3) Interlibrary loan request activity. The number of interlibrary loan requests submitted by students at the Outer Drive Library increased dramatically with the introduction of the online catalog. In 1991/92, there were 164 requests; in 1992/93, there were 694 requests, an increase of 323% over the previous year. It was projected that interlibrary loan would increase by 20%; that projection was exceeded. When patrons find out about a title through access to other libraries' holdings, they want to have access to the material itself. LRC does not participate in interlibrary loan due to the fragility of its audiovisual resources and the high internal demand for use.

4) INFOPASS activity. The University of Detroit Mercy participates in the South Eastern Michigan League of Libraries' INFOPASS system through which patrons from one library system may check out materials from other participating libraries. The number of INFOPASSes issued to patrons from the Outer Drive Library increased 62% during the grant period, from 150 in 1991/92 to 243 in 1992/93. Many of the participating INFOPASS libraries are also members of DALNET. Making these libraries' holdings available via the online catalog made UDM patrons aware of their existence. LRC rarely participates in INFOPASS activity due to the fragility of its audiovisual resources and the high internal demand for use. However, patrons from other DALNET institutions do occasionally use LRC materials in the LRC.

4. Actual number or percentage increase in resource sharing activity.

Another goal was to increase our resource sharing activity with

area libraries. Several measures are being used to gauge success.

Note that the following figures reflect only checked-out items. In-building use of U of D Mercy resources by outside patrons, such as photocopying of non-circulating periodicals, is not monitored.

1) Interlibrary loan statistics have risen steadily since automation began at the Outer Drive Library in the summer of 1991. Both requests to the University of Detroit Mercy and requests from the university have increased since 1991. Interlibrary loans initiated by the Outer Drive Library increased dramatically during the grant period. In 1991/92, there were 164 requests; in 1992/93, there were 694 requests, an increase of 323% over the previous year. When patrons find out about a title through access to other libraries' holdings, they want to have access to the material iteself.

The same phenomenon occurs at other libraries. Loans from the Outer Drive Library to other libraries increased from 578 in 1991/92 to 719 in 1992/93, a change of 24% over the grant period. LRC does not participate in interlibrary loan due to the fragility of its audiovisual resources and the high internal demand for use.

2) The University of Detroit Mercy participates in the South Eastern Michigan League of Libraries' INFOPASS system through which patrons from one library system may check out materials from other participating libraries. The number of INFOPASSes honored by the Outer Drive Library increased 32% over the grant period (from 69 in 1991/92 to 91 in 1992/93). LRC rarely participates in INFOPASS activity due to the fragility of its audiovisual resources and the high internal demand for use. However, patrons from other DALNET institutions do occasionally use LRC materials in the LRC.

3) A reciprocal borrowing project was initiated in the fall of 1992. A draft agreement was put together by a committee sponsored by the South Eastern Michigan League of Libraries for use by interested area libraries to establish bilateral agreements for direct borrowing by patrons. The University of Detroit Mercy established reciprocal borrowing agreements with 8 other institutions in addition to the Catholic Consortium Libraries (4 additional libraries). There were 61 titles borrowed by patrons from our reciprical libraries in the first year at the Outer Drive Library. LRC rarely participates in INFOPASS activity due to the fragility of its audiovisual resources and the high internal demand we have for them. However, patrons from other DALNET institutions do occasionally use LRC materials in the LRC.

5. Assessment of the project.

Assessment of the project success focuses on three areas: equipment will function as expected, central site services are satisfactory and new services are utilized by patrons.

Equipment has been evaluated. Response time has been adequate, repair incidents have been well within acceptable levels and all functions have been accommodated. One type of equipment (the IBM 3472 terminal) was rejected for performance reasons, and one printer model was substituted for a model no longer produced. Both substitutions have performed satisfactorily. Handicapped workstations are used by some of the University's physically challenged students who aided us in adjusting the workstations properly.

Central site services have been satisfactory. Response time improved slightly with the installation of release 5.1 of the NOTIS software. Adequate training was provided for University of Detroit Mercy personnel prior to the installation. DALNET systems office personnel are responsive to both scheduled projects and special requests. The University is kept well informed about DALNET and NOTIS developments. The training, programming, and hardware and software mainenance provided are well worth the central site costs. Previous inquiries have concluded that network costs are about half of what stand-alone system costs would be. The patron benefits of networking make the question of costs almost irrelevant. As specified above, networking through DALNET has improved University of Detroit Mercy patron access to materials throughout metropolitan Detroit. Networking has also made our resources available to patrons of other institutions.

New and improved services are being enthusiastically used by patrons as evidence throughout this report testifies. Serials holding information is now available to patrons as soon as issues are checked in. Circulation overdue notices are in the mail promptly, much earlier than with the manual system.

Every indicator points to a highly successful project which met the objectives set, was implemented on or close to target dates and did not exceed cost estimates.

6. Plans to build upon and continue the project.

Retrospective conversion of the LRC and Library Media Center collections will be completed. Participation in NOTIS will be maintained. During the summer of 1994, PACLink is to be installed; the PACLoan portion of this software will permit University of Detroit Mercy and other participating DALNET libraries' patrons to initiate interlibrary loan requests from other DALNET libraries directly online.

The University is also still committed to installing NOTIS in the Dental Library. The current target date is 1995.

New technologies continue to challenge the University; the lifespan of the original equipment purchased for the early phases of the automation project is nearing an end. A plan for the steady

replacement and upgrading of this equipment is being developed.

Extra Networking project question:

1. Description of how the project increased local, regional or national access to materials.

The DALNET database, with 4 million records and the holdings of thirteen Detroit area libraries, has become the primary tool for location of library materials in the metropolitan area. It is available in each of the libraries represented as well as dial-up via the Internet. In addition, most of the large academic libraries in Michigan have chosen NOTIS software in anticipation of the creation of a state network.

During this project, about 30,000 new bibliographic records were added to the DALNET database for materials in the Outer Drive Library and LRC as holdings information was input for 90,000 volumes at the Outer Drive Library and over 11,000 pieces for materials in the LRC.

In October 1991, the first month for this grant period, the total number of searches in DALNET was 498,422. Of these, 156,793 were University of Detroit Mercy and 91,107 were dial-in. By October 1993, the month after installations were completed for this grant period, the total number of searches in DALNET was 479,543. Of these, 186,852 were University of Detroit Mercy (53,604 at the Outer Drive Library and 1,683 at LRC) and 110,230 were dial-in. DALNET patrons in metropolitan Detroit are using the system extensively. Non-DALNET libraries dial-in to check holdings and make referrals. Search statistics continue to climb steadily.

The creation of reciprocal borrowing agreements and increases in INFOPASS use described above reveal the University's commitment to making resources available to users throughout the metropolitan area. Through these local programs as well as the national Interlibrary Loan program on OCLC, patrons have access to materials they discover through LUIS and many patrons of other libraries have access to University of Detroit Mercy materials.

Retrospecitve conversion of the LRC collection included adding holdings symbols to OCLC for these items, increasing national access and making the records for unique items available for shared cataloging.